



Summary Quality Account 2015/16 and Quality Report 2014/15

All NHS Trusts are required to produce annual Quality Accounts to describe past and future activities to improve the quality of the services they provide.

OHFT is a community-focused organisation that provides physical and mental health services integrated with social care with the aim of improving the health and wellbeing of all our patients and their families. We operate across Oxfordshire, Buckinghamshire, Milton Keynes, Berkshire, Swindon, Wiltshire, and Bath and north east Somerset (BaNES). We currently deliver our services from around 155 sites in five counties. We have a capacity of 400 inpatient mental health beds, and are also commissioned for 191 community hospital beds.

Summary of progress against 2014/15 quality priorities

We set ourselves **eight** quality priorities in 2014/15:

Workforce: we achieved most of our objectives including training to improve team working; and maintaining access to staff training. Staffing levels are monitored every week and no ward dropped below 92.7% of shifts being fully staffed.

We did not achieve our appraisal target due to significant changes in management structures over the year.

Data on quality: we achieved the objectives we set for quality of data and data on quality, including a dashboard to monitor quality performance and tools to monitor and track data completeness and accuracy.

Service remodelling: we achieved most of our planned service changes in adults and older people's services including extended hours, leadership teams, cluster packages, outcome-based measures, integrated locality teams and the relocation of the City Community Hospital to the Fulbrook Centre. All schools in Oxfordshire now have a health plan. We exceeded our health visitor staffing targets and have delivered a range of activities to improve infant feeding and breastfeeding-friendly access.

We need to improve documentation of actions for patients on a care programme approach and to deliver multi-disciplinary assessments for older adults with complex needs.

Staff engagement: we achieved most of our objectives. We have substantially reorganised our quality governance structures and risk management at a trust and directorate level. Peer reviews to assess service quality have taken place across all care pathways. We are using values to help us recruit new staff. Staff have delivered a substantial number of improvement activities which have resulted in some quantifiable benefits in terms of increased time to care and reduction in harm.

We need to increase opportunities to bring together staff and Board members.

Reducing harm: we achieved some of our objectives and will continue to work on these in 2015/6. There have been fewer suspected suicides this year. The overall number of absences without leave/permission (AWOLs) has reduced but we have not achieved our target of a 50% reduction. There was no harm reported as a result of any AWOL this year.

We have not achieved the reduction in avoidable pressure damage we were aiming for this year. We have achieved our target for reducing the number and level of harm from falls in mental health wards. We have not achieved our target for reducing falls on community hospital wards. We plan to improve falls related assessments in the coming year. The number of incidents relating to violence and aggression has increased. However the number of prone and hyper flexion restraints has reduced (the latter by nearly 75%).

Patient experience: we achieved most of our objectives including extending ways for patients and carers to give feedback and taking action as a result of feedback we have received. We are still working on the development of a webpage to share feedback.

Developing outcomes measures: we achieved our objectives including developing an outcome star for school health nurses, developing a system for health visitors and using goal-based outcomes with speech and language therapy services in Buckinghamshire.

Implement the new CQC framework: we achieved our objectives including peer reviews across all of our services using the new CQC standards. Staff now routinely discuss and review their practice against the CQC's five questions.

Examples of good practice include:

- Safer care projects in child and adolescent mental health services (CAMHS), school health nursing, inpatient units and community teams.
- Awards for excellence for: Opal Ward (mental health rehabilitation) at the Whiteleaf Centre, Aylesbury; two eating disorder wards; Oxfordshire dental services.
- Advanced assessment skills training for adult mental health teams (AMHTs).
- On one of our adult mental health wards we have set up a physical health clinic which patients can attend to receive advice and support.
- A 2.5% increase in home visits to help patients remain in the community.
- Patient satisfaction scores remain high despite pressures on all services.
- We have received the Dignity Plus Award for dementia care.
- We have actively involved patients and carers in service remodelling.
- 24/7 day working in community mental health and urgent care services.
- Our Patient Advice and Liaison Service (PALS) ward visits and open surgeries.
- Transitions clinics in Wiltshire and BaNES to plan ongoing care post-18 years.
- Daily ward rounds to improve discharge, reducing the average length of stay.

Areas for improvement (which are all reflected in our priorities for 2015/16) include:

- Improve how we share learning from incidents and complaints.
- A range of building works to ensure premises are safe and suitable.
- Improve clinical leadership and reduce vacancies in community nursing.
- Learning from medicine incidents.
- Improve nutrition and hydration care in all care settings.
- Improve documentation in patient records supported by the new care record system.
- Improve how patient and family feedback is presented and shared with staff.
- Improve the level of carer satisfaction through the Triangle of Care.
- Continue to work with patients and their families so they feel they are involved in decisions about their care as much as they would like to be.

Quality in 2015/16

Our four quality priorities for the coming year reflect where we need to make further improvement as well as some new areas of focus.

1. Enable our workforce to deliver services which are caring, safe and excellent:

Competent staff with regular access to training, working well in teams, and supported by effective leaders deliver safer, more effective care. We want to maintain access to training, despite pressure on capacity, to increase the quality of performance development reviews, continue our work to embed effective team working and deliver a comprehensive leadership strategy. We also intend to improve staff wellbeing and ensure good communication between senior managers and staff working directly with patients and those close to them.

2. Improve quality through service remodelling:

We want to ensure service changes have a positive impact on quality and patient experience. We will deliver new projects to improve access and integrate care. We will also deliver a new patient care record to support our work on improving documentation and data quality.

3. Increase harm-free care:

We have made progress on reducing harm; however, we recognise there is an ongoing need to manage and reduce harm from suicide, falls, pressure damage, absence without leave and restraint. Older adults and patients with mental health needs have an increased risk of ill-health and we have added a new priority to improve health promotion and the physical health management of our patients.

4. Improve how we capture and act upon patient and carer feedback:

In the previous year we have made a qualitative and quantitative improvement in capturing and acting upon patient feedback. We recognise, however, that this remains an area for further improvement and we have added activities to improve carer involvement in planning and delivery of care.

Contact us

Oxford Health NHS Foundation Trust

Trust Headquarters

Warneford Hospital

Warneford Lane

Headington

Oxford

OX3 7JX

Switchboard: 01865 901000

Email: enquiries@oxfordhealth.nhs.uk

Website: www.oxfordhealth.nhs.uk

Please contact us if you would like the information in another language or different format.

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتنسيق مختلف.

Bengali আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।
Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutra idioma ou num formato diferente.